Farallon®

Timbuktu®

FOR WINDOWS

Farallon®

Timbuktu® for Windows User's Guide

Farallon Computing, Inc.

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Farallon Computing, Inc.
2470 Mariner Square Loop
Alameda, CA 94501-1010 USA

Patent Notice

Cross-platform screen sharing is covered by US Patent No. 5,241,625.

Credits

Timbuktu for Windows, version 1.0.1. Engineering by Paul Van Vleck, Ping He, Brian Killen, Marc Epard, and Danny Brewer. User's guide written by John Brewer. Edited by Alice Gallagher.

Colophon

This manual was created using a Macintosh IIcx computer, LaserWriter II NTX, Linotronic 300, Apple portrait monitor, PhoneNET Connector, Microsoft Mail 3.0, MacPaint, PaintBrush, Timbuktu, and QuarkXPress.

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Contents

Chapter 1 — Introducing Timbuktu 1-1
Farallon Customer Service 1-2
About this manual 1-2
System requirements 1-3

Chapter 2 — Getting Started 2-1
Entering your User Name 2-1
Switching on Guest Access 2-2
The guest icons 2-3
The Connection menu 2-4
Getting help 2-5

Chapter 3 — How Timbuktu Works 3-1
Controlling and observing 3-2
Sending and exchanging files 3-4
Send Files 3-4
Exchange Files 3-5
Setting the drop directory 3-7
Quitting Timbuktu 3-8

Chapter 4 — Passwords and Privileges 4-1
Displaying your passwords 4-2
The guest privilege icons 4-4
Adding, changing, and removing passwords 4-6
Removing password protection from your computer 4-7
Setting the master password 4-8

Chapter 5 — Using Timbuktu with a Macintosh Host 5-1
Using control keys while screen sharing 5-1
File renaming 5-1
File extension mapping 5-2
Adding new file mapping extensions.....5-3

Chapter 6 — Troubleshooting.....6-1
General reconfiguration.....6-2

Appendix A — Keyboard Shortcuts A-1
In the Timbuktu window.....A-1
When the Timbuktu menu is displayed A-1
When the Help menu is displayed A-2
In the screen-sharing window.....A-2
In the Define Passwords dialog box.....A-2
In the Send Files dialog box.....A-2
In the Exchange Files dialog box A-3
In most scrolling lists.....A-3

Appendix B — File Extension Mapping Tables.....B-1
Macintosh to PC mapping B-2
PC to Macintosh mapping B-4

Farallon Technical Support Support-1
Before calling Farallon Support-1
Environment Profile Support-1
How to reach us.....Support-3

Index Index-1

Chapter 1

Introducing Timbuktu

Timbuktu® network software lets Microsoft Windows users and Macintosh users that are connected to a common AppleTalk network view each others' screens, operate each others' computers, and transfer files. Timbuktu increases the efficiency of your organization and multiplies the usefulness of your Windows and Macintosh computers by making each Timbuktu node accessible from any other. You'll need two or more copies of Timbuktu software: one for each user that will make a connection.

When you open Timbuktu, you can become a **guest** of another Timbuktu user by connecting to his or her computer. After you have switched on Timbuktu Guest Access, your computer becomes a **host,** which means that other Timbuktu users can connect to your computer.

When another user connects to your computer as an observer or controller, the guest's screen displays the same contents as yours and is updated as your screen changes. A guest controller's mouse and keyboard can operate your computer. A guest can also transfer files to and from your computer. You can assign passwords to control all screen-sharing and file transfer privileges used with your computer.

You can use Timbuktu to manage other devices on the network. From your desk you can identify problems on any computer, reconfigure or update user software, help users solve problems, or manage servers and shared resources.

When you are away from your computer and need to check your electronic mail or look up an address on your own computer,

Timbuktu lets you operate your computer from any other Timbuktu node on the network. You can also send files to, and receive files from, your computer. Timbuktu transforms a computer and its databases, fax modems, print spoolers, servers, or mainframe connections into shared resources.

Farallon Customer Service

Farallon Computing is committed to providing its customers with reliable products and documentation, backed by excellent technical support. Please take a moment now to fill out the registration card included in your Timbuktu package so we can notify you about any relevant updated product information.

Before contacting Farallon Customer Service, look in this manual for answers to your questions and possible solutions to a problem. Check the index for a reference to the topic of concern. Be sure you also read any paper release notes or electronic "Read Me" files you receive from Farallon. More information is provided in the section entitled "Farallon Technical Support" near the back of this manual.

About this manual

This user's guide will help you install Timbuktu and use it to share screens, send files, and set up passwords. After you have installed Timbuktu, you can access complete online documentation by choosing the Index or other topics from the Help menu.

System requirements

Hardware

- A 286-, 386- or 486-based DOS-compatible computer with at least 3 MB of RAM, a hard disk, a mouse, and a Windows-compatible display or monitor
- PhoneNET PC™ Card III or compatible AppleTalk network card; Timbuktu also works with supported Ethernet and token ring cards.

  ▶ **Important:** Timbuktu for Windows does not work with the ATI Graphics Ultra video card using the Mach 32 drivers.

Software

- DOS 3.3 or later
- Windows 3.1
- PhoneNET PC 3.0 software or later

Chapter 2

Getting Started

This chapter assumes that you have already installed Timbuktu for Windows following the instructions in the *PhoneNET PC User's Guide*.

In this chapter you'll learn how to enter your User Name, how to make your computer accessible to other Timbuktu users on your network, how to use the Connection menu, and how to view online help.

Entering your User Name

You'll need to set your Timbuktu User Name so that other Timbuktu users on your network can identify your computer in their host lists.

To enter your User Name:

1. Choose Set Preferences from the Timbuktu menu.
2. Click the User Name box, type the desired name if a different one is needed, and click OK. A blank User Name will be rejected.

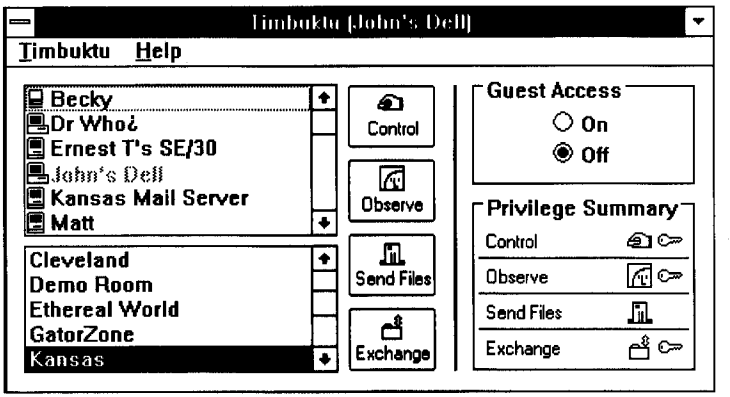
▶ **Note:** Once you have set your User Name, Timbuktu automatically edits the [TB2] section of the WIN.INI file, adding a UserName line to it. If you reinstall Timbuktu, the previous User Name is retained until you change it.

Switching on Guest Access

You become a **host** when you grant other users (**guests**) access to your computer through Timbuktu. Before another user can access your computer, you need to switch Guest Access on:

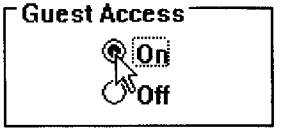
To switch on Guest Access:

1. Start Timbuktu by double-clicking the Timbuktu icon. The Timbuktu dialog box appears:

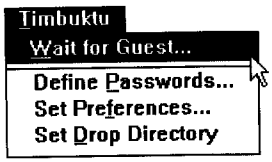


▶ **Note:** If you wish to define new passwords at this time, see "Passwords and Privileges" later in this guide before continuing with the next step.

2. Click the On button under Guest Access in the Timbuktu window:



Your Timbuktu name is now added to the host lists of other Timbuktu users, who can then connect to your computer.

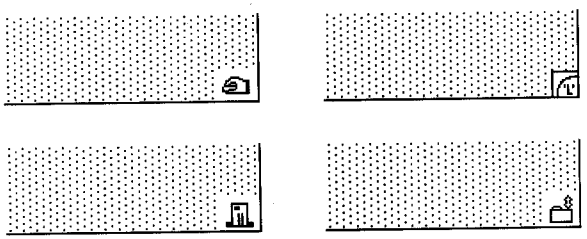


3. If you want to let a single guest connect to your computer without typing a password, choose Wait For Guest from the Timbuktu menu.

   This temporarily allows the next guest to connect to your computer without knowing any of your passwords.

The guest icons

Timbuktu indicates the presence of a guest by displaying a flashing icon in the lower right corner of the screen:

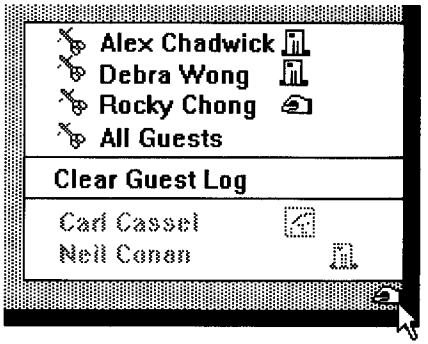


Timbuktu guest icons

A screen-sharing guest's presence is indicated by a controller (hand) icon or an observer (face) icon. The presence of a guest using file transfer is indicated by a Send Files (mail slot) icon or an Exchange Files (folder) icon. If the icon is dimmed, it indicates that one or more users have carried out or have attempted to carry out the related Timbuktu activity and have disconnected since then. Clicking the guest icon displays the Connection menu, described in the following section.

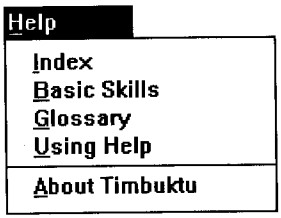
The Connection menu

The Connection menu is displayed when you click the guest icon in the lower right corner of the screen during or after a guest connection:



The Connection menu includes the All Guests and Clear Guest Log commands as well as lists of past and present Timbuktu guests. You can use the Connection menu to

- **Identify your guests.** Current guests and the privileges they are using appear above the All Guests command with the most recent guest listed first. Past guests appear in dimmed letters at the bottom of the menu with the most recent guest listed first.
- **Disconnect guests.** Choose a guest's name to from the top part of the menu to stop the specified guest from using any screen-sharing or file transfer privilege with your computer. Choose All Guests to disconnect all of your guests.
- **Remove the names of past guests.** Choose Clear Guest Log to remove the names of past guests. If there are no guests currently connected, the Connection menu disappears.



Getting help

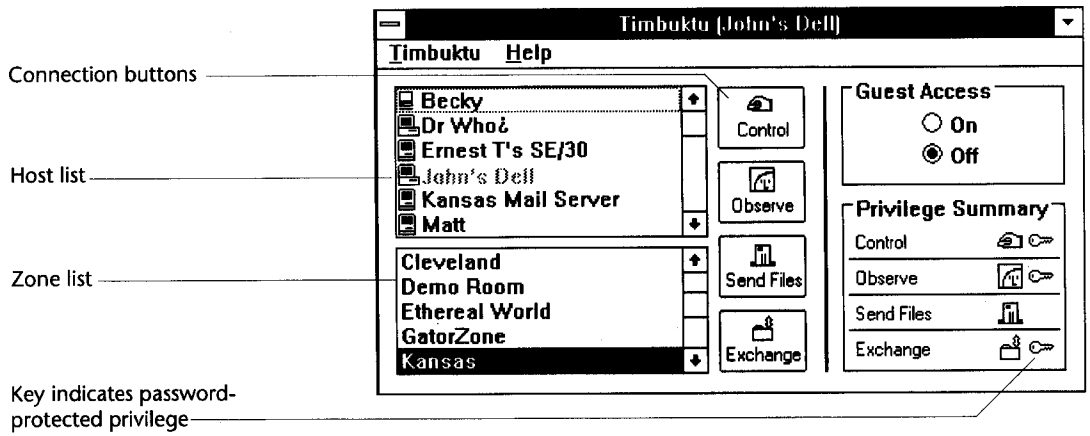
Timbuktu for Windows includes extensive online help. To get help, pull down the Help menu and choose from the list of topics displayed in the menu.

To learn how to use online help, choose Using Help.

Chapter 3

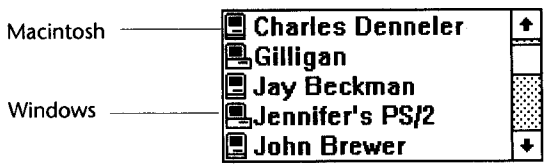
How Timbuktu Works

Starting Timbuktu displays the following dialog box:



The Timbuktu dialog box is divided into two areas:

- On the left side is a list of Timbuktu hosts, a list of zones below it if your network has more than one zone, and four connection buttons (Control, Observe, Send Files, and Exchange Files). Different icons identify Windows and Macintosh hosts:



On the right side is a Guest Access On/Off switch, used to control access to your computer, and a Privilege Summary, to remind you which guest privileges are currently available and which, if accompanied by a key icon, are protected by passwords.

To connect to another user's computer:

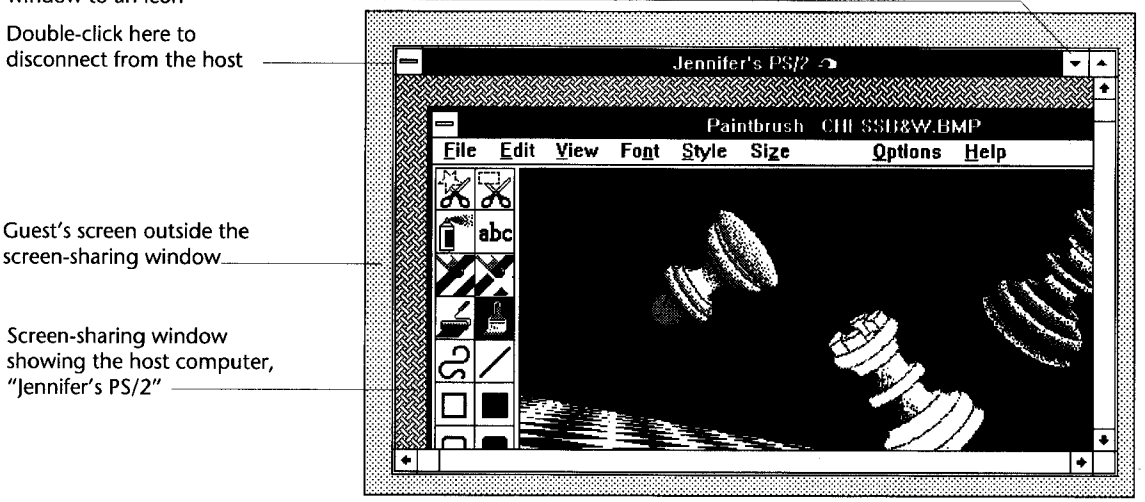
1. Select the other user's zone in the lower left panel (if your network has more than one zone) and then select the user's name in the upper left panel. You can also type the first letter of the zone or user's name; Timbuktu automatically selects the nearest entry beginning with that letter.

2. Click the desired connection button. If the other user has granted you access (through a password, public privilege, or the Wait For Guest feature), you can proceed with one or more of the screen-sharing or file transfer procedures explained in the following sections.

Controlling and observing

When you use Timbuktu to connect to another computer, you become a guest of that computer.

Timbuktu displays the host's screen—or a portion of it—on your computer in a resizable, screen-sharing window:



A screen-sharing window for a guest controller

You can use the scroll bars or click the Maximize button to display more of the host's screen.

- If you are controlling, you can use your mouse and keyboard to operate the host's computer. Timbuktu scrolls your view of the host automatically as your pointer approaches the edge of the screen-sharing window.

  You can stop autoscrolling temporarily by holding down the Ctrl key when you move the pointer in the screen-sharing window. You can also disable autoscrolling using the Set Preferences command in the Timbuktu menu.

- If you are observing, you can watch while the host user works. This works best if you are on the telephone with the host at the same time. When you move your mouse within a screen-sharing window, your pointer is independent of the host's pointer and has no effect on the host's computer.

To disconnect:

The way you stop screen sharing depends on whether you are a host or a guest.

- If you are a guest, double-click the Control menu box of the screen-sharing window.
- If you are a host, click the guest icon in the lower right corner of your screen and choose the guest you want to disconnect from the Connection menu. To disconnect all current guests, choose All Guests.

Sending and exchanging files

Use the Send Files or Exchange Files button when you need to send files or directories from your disk to the host's or when you need to obtain files or directories from a host.

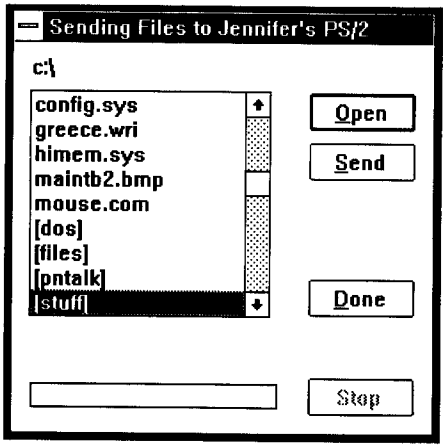
To send or exchange files:

1. Open the Timbuktu window and select the desired zone and name from the host list.

2. Click the Send Files or the Exchange Files button in the Timbuktu window. Send Files does not display any of the host's folders, whereas Exchange Files shows all host folders and allows additional functions such as creating new folders and removing files and folders. With either command, you may be asked to type a password.

Send Files

If you click Send Files, Timbuktu displays a directory dialog box:



To send files:

1. Open the desired subdirectory and select the items you want to send (use Ctrl–click to select more than one file or directory).

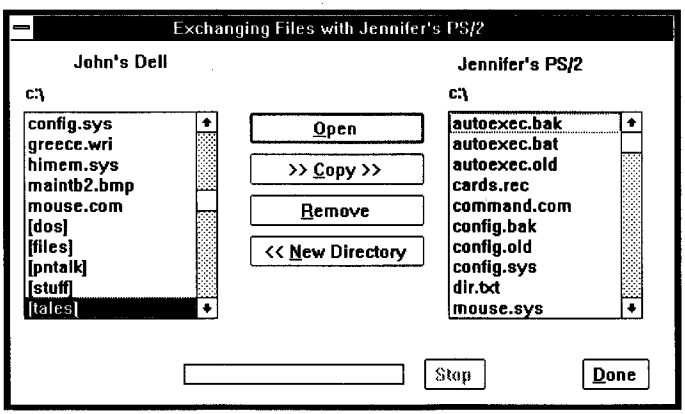
2. Click Send. Timbuktu copies the selected items to a directory titled with your User Name inside the host's drop directory, created by Timbuktu on the host's disk for this purpose.

   While Timbuktu is sending files, you can continue working in other applications by clicking outside the Send Files window.

3. Click the Done button when you are finished sending files.

Exchange Files

If you click Exchange Files, Timbuktu displays the Exchange Files window. Your disks and directories are listed on the left, and the host's are listed on the right:

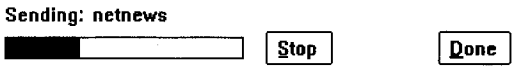


To exchange files:

1. Select and open the disk and subdirectory that is to receive the transferred information. It can be on your disk or on the host's.

2. Select the items you want to transfer from the list on the opposite side. Hold down the Ctrl key to select multiple files or directories. The arrows on the Copy button indicate the direction of the transfer.

3. Click the Copy button to begin the transfer. Timbuktu monitors the transfer:



   While Timbuktu is copying files, you can continue working in other applications by clicking outside the Exchange Files window.

   To interrupt the transfer, click the Stop button. This cancels the copying of any files that have not already been saved on the receiving disk.

5. Click Done when you are finished exchanging files.

For information on renaming files, see "Using Timbuktu With a Macintosh Host" later in this guide.

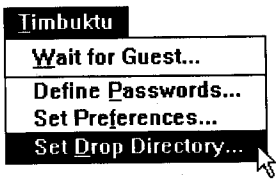
Setting the drop directory

You can designate the subdirectory in which files are to be saved when your guest uses the Send Files command. If you do not specify this directory, known as the drop directory in Timbuktu, Timbuktu creates one labeled FILES at the root level of your hard disk the first time someone sends files to your computer.

To set the drop directory:

1. If necessary, use the Windows File Manager program to create a new subdirectory in the desired location.

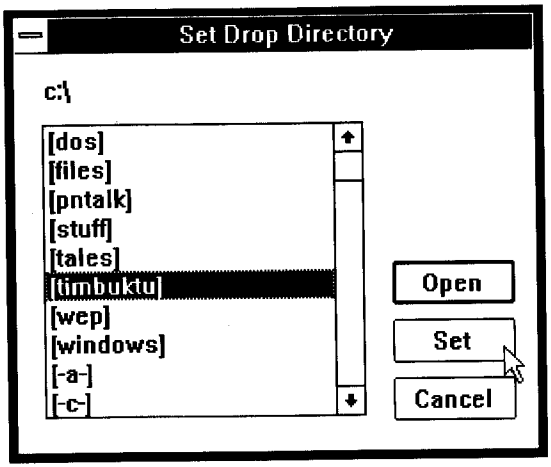
2. Start Timbuktu.



3. Choose Set Drop Directory from the Timbuktu menu:

   If a drop directory has been previously set, Timbuktu displays the name of that directory in the Set Drop Directory dialog box. Otherwise, it displays the root level of your directory.

4. Select the directory that will be the drop directory. It does not have to be at the root level of your disk.

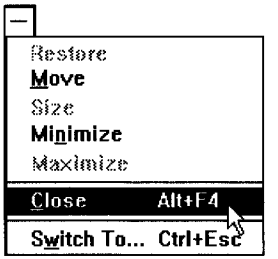


5. Click the Set button. Timbuktu will now save all files received through the Send Files command in a subdirectory named for the sending guest and save that subdirectory in the drop directory.

Quitting Timbuktu

To quit Timbuktu:

1. Choose Close from the Control menu of the Timbuktu dialog box, or double-click the Control menu box:



   Timbuktu displays a cautionary message. Remember that no guests can connect to your computer after you quit.

2. If you are sure you want to quit, click OK.

Chapter 4

Passwords and Privileges

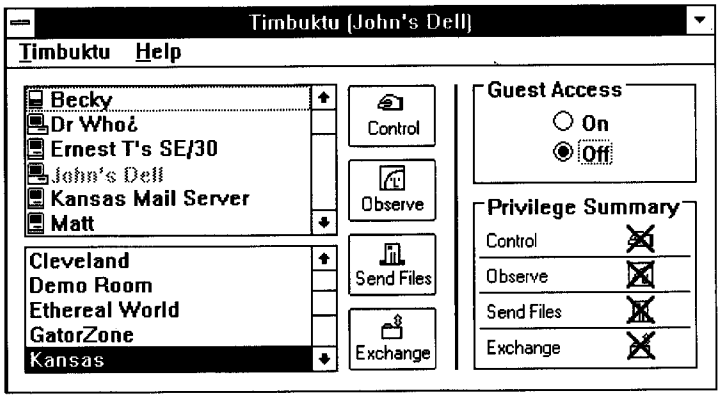
Before you switch on Guest Access in Timbuktu, it's a good idea to decide what kind of access you will grant to other Timbuktu users on your network. For small networks, security may not pose a problem, but whenever you do need to restrict access to your computer, Timbuktu provides a flexible and comprehensive system for defining passwords.

The first part of this section explains how the security system works and what the privilege icons mean. Specific procedures for adding and removing passwords follow. For a complete description of passwords and guest privileges, as well as a general discussion of security issues, choose Index from the Help menu, and then click the "Passwords and Security" topic.

Displaying your passwords

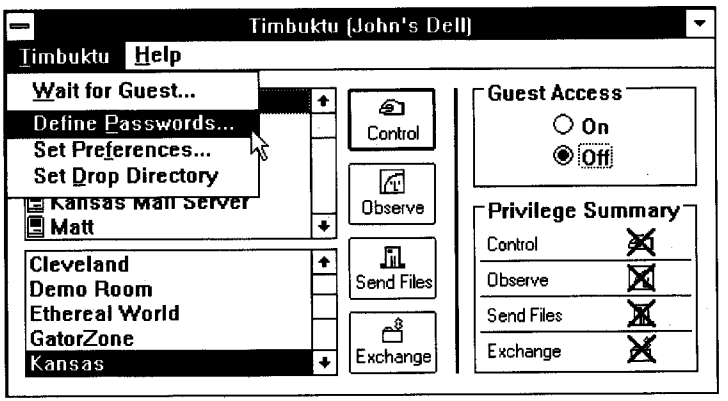
To display your passwords:

1. Open the Timbuktu window:

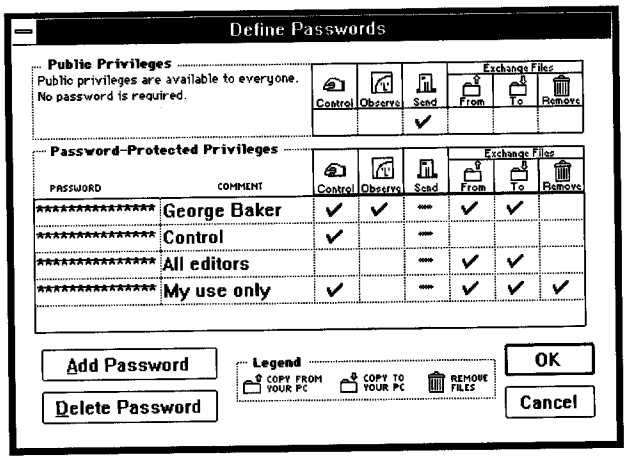


Note that if Guest Access is switched off, other users cannot connect to your computer, but you can still use Timbuktu to access other computers. The X's in the Privilege Summary panel show that no privileges are currently available to guests.

2. Choose Define Passwords from the Timbuktu menu:



Timbuktu displays the Define Passwords dialog box:



Define Passwords dialog box with sample passwords

In the upper panel you can select the types of access, called **public privileges,** that other users can have on your computer without typing a password. In the illustration above, the Send Files privilege is public, that is, guests can send files to your computer without typing a password.

In the lower panel you can add passwords, thereby creating **password-protected privileges**.

- The first column, titled Password, contains the actual passwords. If you are displaying the window for the first time, four sample passwords appear in this column. For security, the characters of each password are displayed as asterisks. The sample passwords serve only to illustrate how privileges are assigned to passwords. You should delete them and create your own. See "Adding, Changing, and Removing Passwords," later in this guide.

- The second column, titled Comment, provides an optional label for each password; the comment might serve as a reminder of the function of the password or might identify the group of users with whom you share this password.
- The privilege columns indicate the types of access granted by each password. A checkmark indicates that the privilege shown at the top of that column is granted by the password in that row. A dash indicates that the corresponding privilege is not available for password protection because it has been declared a public privilege.

You can identify password-protected privileges in the Privilege Summary area of the Timbuktu dialog box. They are accompanied by key icons.

The guest privilege icons

Here are the icons displayed for each privilege column in the Define Passwords dialog box. They are listed in increasing order in terms of the access to your computer they give other users.

Send Files: The guest can use the Send Files button to copy files to your drop directory, specified with the Set Drop Directory command.

There is little risk in granting the Send Files privilege because it doesn't let the sender see the contents of your hard disk. The worst that can happen is that the sender might fill up your available disk space with files. By using the Set Preferences command in the Timbuktu menu, you can designate the amount of disk space protected from use by the drop directory.

▶ **Caution:** Like any other files copied to your computer from an outside source, items arriving in your drop directory could be infected with a virus. It's a good idea to use a virus checking utility on your drop directory before opening any of the newly received documents or applications. This advice applies equally to items saved on your disk with the Copy To privilege, explained in the following paragraph.

Exchange Files/Copy To: The guest can use the Exchange Files/Copy button to copy files to any directory on your computer.

The Copy To option allows the sender to read the names of directories on your disk. As with Send Files, this privilege allows the sender to send as much data as will fit in available disk space, but you cannot put a limit on disk space available to Exchange Files commands.

The Copy To privilege does not allow a guest to replace an existing file on your disk; the guest must also have the Remove privilege to do that.

Observe: The guest can observe activity on your screen.

The Observe privilege rarely results in any breaches of security unless you have confidential documents open on your desktop. Generally, Observe is only useful when you want to show something to your guest and can communicate with the guest by telephone.

Exchange Files/Copy From: The guest can use the Exchange Files/Copy button to copy files from any directory on your disk.

Although you should be cautious about granting the Copy From privilege, it is a very useful option. You can use Copy From yourself to access your computer from another computer on the network. It's also useful if co-workers need to obtain files when you're not at your computer.

Exchange Files/Remove: A guest can use the Exchange Files/Remove button to delete files from (or replace files in) any directory on your disk.

The Remove privilege is helpful when you're at a remote location and have run out of room on your hard disk at work or when you need to remove files to allow another user to send you needed files. The Remove privilege is also required for another user to replace any files on your computer with the Exchange Files/Copy button.

You should be aware that the Control privilege, described on the following page, can also be used to remove files regardless of the Remove privilege setting.

Control: The guest can control all functions on your computer.

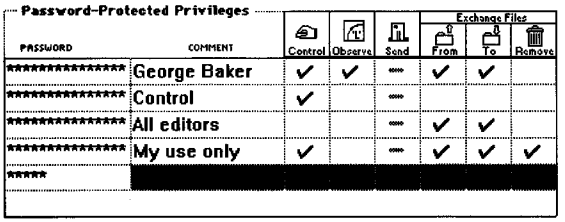
Share the Control privilege only with your most trusted colleagues. Once another user is controlling your computer, he or she can create, modify, or delete files without restriction, and can even erase your hard disk.

Adding, changing, and removing passwords

To add a password:

1. Click the Add Password button. Timbuktu inserts a new row.

2. Click in the password column of the new row and type the password:



The password is displayed as asterisks. When you click in a different box or press Tab, the password will appear as 15 asterisks, regardless of its original length.

▶ **Note:** Passwords are case sensitive. For example, the password "FRED*GLADYS" will not be recognized if a guest types it as "fred*gladys".

2. Click in the Comment column and type a comment if desired. Comments help to identify passwords, which are otherwise indistinguishable when replaced by asterisks.

3. Click in the intersection of the new row and the column of each privilege that will be granted by this password. Timbuktu displays a checkmark in each intersection you click. To remove a checkmark, click the intersection again.

To change or remove a password:

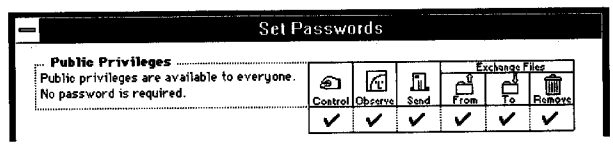
- To change a password, click it to select it and then retype the entire password.
- To change a comment, click it to select it and use standard word processing techniques to make changes. The Delete key on the keyboard deletes text only in the selected text box.
- To remove an entire row from the password table, click anywhere in the row and click the Delete Password button.

Removing password protection from your computer

On some small networks, security may not be a cause for concern. If you do not wish to restrict the use of any Timbuktu privileges with your computer:

1. Choose Define Passwords from the Timbuktu menu.

2. Click each of the privilege boxes in the upper panel of the window so that each box has a check in it:



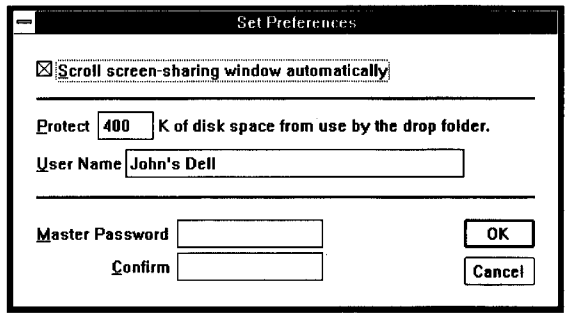
This permits any other Timbuktu user on your network to connect to your computer without having to type a password.

Setting the master password

To restrict access to the Define Passwords and Set Preferences dialog boxes, set the master password:

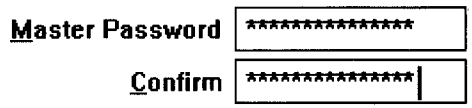
To set the master password:

1. Choose Set Preferences from the Timbuktu menu.



2. Type a secure password in the Master Password box. The master password, like other Timbuktu passwords, is case sensitive.

3. Press the Tab key and type the same password in the Confirm box.



4. Click OK to close the Set Preferences dialog box. Timbuktu will not let you close the dialog box until the contents of the Master Password and Confirm boxes are identical or until both boxes are blank.

Chapter 5

Using Timbuktu with a Macintosh Host

You can carry out screen-sharing and file transfer functions with a computer running Timbuktu for Macintosh, for the most part, just as you would with another Windows computer. You will notice the following differences.

Using control keys while screen sharing

When a Windows user is controlling a Macintosh computer:

- Pressing the Ctrl (Control) key on the Windows computer activates the ⌘ (Command) key on the Macintosh.
- Pressing the Alt key on the Windows computer activates the Option key on the Macintosh.
- Holding down the Ctrl-Alt-Shift keys and pressing either the Right Arrow or Left Arrow key cycles your screen-sharing window through any additional monitors connected to a Macintosh host.

File renaming

When a Macintosh file is saved on a Windows computer, the name may be altered to conform to MS-DOS file-naming requirements.

File names with eight or fewer characters, followed by an optional extension of three or fewer characters, are unchanged. For example:

TuesNote.Doc	becomes	TUESNOTE.DOC
TuesNote	becomes	TUESNOTE
Tues.d	becomes	TUES.D

Timbuktu shortens longer file names by removing vowels, for example:

WednesdayNote	becomes	WDNSDYNT
Wednesday.Letter	becomes	WEDNESDY.LTT

When an MS-DOS file is saved on a Macintosh computer and that file can be opened by a Macintosh application, Timbuktu maps the appropriate Type and Creator information for the file.

▶ **Note:** Like-named products running on Windows and Macintosh computers do not necessarily have mutually compatible file formats. Timbuktu does not, for example, convert Microsoft Word files from the Macintosh to Word for Windows format. You would need to save documents from either application in a mutually compatible format, such as RTF, before transferring them.

File extension mapping

Many DOS and Windows applications identify documents according to the three-letter extension in the file name, for example, the "DOC" in "LETTER1.DOC." Such applications require certain types of extensions in file names in order to display them in their Open dialog boxes.

Macintosh applications, on the other hand, do not recognize file extensions, but instead use identifiers called Type and Creator, which are not normally visible to the Macintosh user. (They can be displayed by such utilities as ResEdit and DiskTop.)

When copying files between a Windows computer and a Macintosh, Timbuktu attempts to add (or *map*) file identifiers so that when the files are saved on the recipient computer, they will have the information that the applications need to recognize them.

The tables of information Timbuktu uses to perform file name mapping are kept in the WIN.INI file in the Windows directory and are printed in Appendix B.

Whenever you transfer files to a Macintosh, the [PCToMacintosh] section is scanned for a matching file extension. If the extension is found, the Macintosh Creator and Type values are copied to the file from the same line in the [PCToMacintosh] section.

In like manner, whenever you receive Macintosh files, the [MacintoshToPC] section is scanned for a Type and Creator match. If a line with matching Type and Creator is found, the DOS extension is copied to the file from the same line in the [MacintoshToPC] section.

If you are using files that have extensions, Types, or Creators that are not currently mapped in WIN.INI, you can add new lines to the appropriate section of the file, as explained below. This will save you from having to manually rename extensions or reset Type and Creator values following file transfer.

Adding new file mapping extensions

You are initially limited to the extension mapping table of the WIN.INI file, explained in the previous section. However, you can add an extension mapping entry for any application you have. There is no limit to the number of entries you can add.

▶ **Note:** Changes in the WIN.INI file for extension mapping will not change the setting for PhoneNET PC.

The PhoneNET PC extension mapping can be updated in the DOS DA module of PhoneNET PC; however, to add new application lines you will need to use a word processor.

To map Macintosh files to DOS file names:

This procedure explains how to add an extension mapping so that you can transfer a file from a Macintosh so that it will have the desired 3-letter extension when it is saved on the Windows computer. Use it as a guide for adding other entries.

1. Find out the Macintosh Type and Creator for the document you will be transferring to the Windows computer. To do this, open the document with a utility such as ResEdit and choose Get Info from the File menu. Each value will be four characters long.

2. Using a DOS or Windows editor, open the WIN.INI file. It should be in the Windows directory on your hard disk.

3. Find the [MacintoshToPC] section. You'll find the extension mappings created by the Timbuktu installer.

4. Add your new entry **just before the last entry** in the list and use the mapping number of the last entry. Use the following fictitious example as a model:

   ```
   FileMapping52="SAFR"    *    "SFR"     0 ; Comments
   ```

   In this example,

   `FileMapping52=` is the label for this line; if 52 was not that last number in the list when you began this procedure, use the actual last number in the label instead of 52.

   `SAFR` = The Type value of the Macintosh document

   `*` = A wild card character; this causes Timbuktu to ignore the Macintosh Creator value when converting the file name. However, if you want this line to be applied only to documents from a specific Macintosh application, type its four-letter Creator string (for example, `SFII`) in this position instead of the `*`.

   `SFR` = The 3-letter DOS extension you want the file to have when it is saved on the Windows computer.

   `0` = A field reserved for future development; leave it as it is.

   ▶ **Important:** Match the spacing on your new line to the spacing used on the neighboring lines in the WIN.INI file.

5. Change the mapping number on the last entry to one number greater than its previous value. For example, if the last entry was "FileMapping52," change it to "FileMapping53".

6. Save the changes to the WIN.INI file.

7. Restart Windows.

To map DOS file names to Macintosh Type and Creator:

This procedure explains how to add an extension mapping so that you can transfer a file created on a PC so that it will have the correct Macintosh Type and Creator when it is saved on the Macintosh. Use it as a guide for adding other entries.

1. Find out the Macintosh Type and Creator for the document you will be transferring to the Windows computer. To do this, open the document with a utility such as ResEdit and choose Get Info from the File menu. Each value will be four characters long.
2. Using a DOS or Windows editor, open the WIN.INI file. It should be in the Windows directory on your hard disk.
3. Find the [PCToMacintosh] section. You'll find the 56 or more extension mappings created by the Timbuktu installer.
4. Add your new entry **just before the last entry** in the list and use the mapping number of the last entry. Use the following fictitious example as a model:

   ```
   FileMapping56="SAFR"    "SFII"    "SFR"     0 ;
   Comments
   ```

   In this example,

   `SFR` = The 3-letter DOS extension with which the document was saved on the Windows computer.

   `SAFR` = The Type value you want the file to have when it is saved on the Macintosh

   `SFII` = The Creator value you want the file to have when it is saved on the Macintosh

   `0` = A field reserved for future development; leave it as it is.

   ▶ **Important:** Match the spacing on your new line to the spacing used on the neighboring lines in the WIN.INI file.

5. Change the mapping number on the last entry to one number greater than its previous value. For example, if the last entry was "FileMapping56," change it to "FileMapping57".

6. Save the changes to the WIN.INI file.

7. Restart Windows.

Chapter 6

Troubleshooting

The following problems may prevent you from using Timbuktu or may affect some aspect of its functioning. A solution is suggested for each problem. You can find additional troubleshooting information in the *PhoneNET PC User's Guide*. If a problem persists, see "Farallon Technical Support" near the end of this manual.

Pointer is not displayed in the screen-sharing window

The host computer's mouse may have been disconnected. Ask the host to plug a mouse into his or her computer's mouse port and restart Windows. After determining that the pointer is displayed by Windows, the host can disconnect the mouse again.

Not enough low DOS memory to start Timbuktu

See the *PhoneNET PC User's Guide* for tips on memory management.

General Protection Fault in module TB2.EXE

Make sure the WIN.INI file does not load and run another application automatically. If anything else is loading automatically, edit the WIN.INI file and insert a semicolon at the beginning of the existing "LOAD=" and "RUN=" lines. Then add the following new lines:

```
LOAD=PNNOTIFY
RUN=
```

Make sure no other processes are running in the Startup group. If any other processes are running, delete the icons of the processes.

If you still get the General Protection Fault, proceed to the "General Reconfiguration" procedure on the following page.

Error: PNTPROTO.DLL not found

Reinstall Timbuktu by running the WINSTALL command from the disks in your Timbuktu for Windows package. If, after reinstalling, you still get the "PNTPROTO.DLL not found" message, proceed to the "General Reconfiguration" procedure below.

Running Timbuktu and a DOS session concurrently

You can set up a non-exclusive DOS session so that Timbuktu and a DOS session can work concurrently.

1. From Windows, open the PIF Editor. It is usually located in the Main group in the Program Manager.
2. Use the editor to open the "dosprmpt.pif" file in the Windows directory.
3. In the Display Usage section, select the Windowed button.
4. In the Execution section, make sure that Exclusive is *not* selected.
5. Save the file and exit from the PIF Editor.

   You can now open the MS-DOS Prompt in a window while a Timbuktu connection is in progress.

General reconfiguration

Follow these instructions under any of the following conditions:

- Windows couldn't start after you installed PhoneNET PC and Timbuktu for Windows.
- Your computer crashes when you attempt to start Timbuktu.
- You have not been able to solve one of the problems described in the previous section with the solutions printed there.

1. Change the Windows display driver to VGA only by running SETUP.EXE from the Windows directory. If Timbuktu now works, you should contact the manufacturer of your video card to obtain an updated video driver. This single step has solved the

majority of problems experienced by our Timbuktu customers. Disregard the remaining steps.

2. If step 1 did not solve your problem and you are running DOS 5 or DOS 6, modify the following lines of the CONFIG.SYS file to the following:

```
DEVICE=C:\DOS\HIMEM.SYS

DOS=HIGH

FILES=30

BUFFERS=10
```

3. Rename the AUTOEXEC.BAT file to AUTOEXEC.000, restart your computer, and start Windows.

4. If steps 2 and 3 did not solve your problem, continue with step 5.

   If steps 2 and 3 solved your problem, there is probably a conflict between PhoneNET PC/Timbuktu and a TSR or device driver that is loaded by your AUTOEXEC batch file. You'll need to put these files back into your AUTOEXEC file one at a time, stopping each time to start Timbuktu, in order to determine where the conflict lies. Disregard the remaining steps.

5. Start Windows in Standard mode by typing WIN/S at the DOS command line.

6. If step 5 did not solve your problem, continue with step 7.

   If step 5 solved your problem, reinstall Windows using the express setup procedure. Then reinstall PhoneNET PC and Timbuktu. Reinstalling Windows usually corrects problems not solved by step 1. Disregard the remaining steps.

7. Erase the Windows directory. Then reinstall Windows, PhoneNET PC, and Timbuktu. If this does not solve your problem, continue with step 8.

8. Try installing PhoneNET PC and Timbuktu on a different Windows computer.

   - If Timbuktu works on the other machine, consult the manufacturer of your original computer for a solution.
   - If Timbuktu does not work on the other machine, consult Farallon Technical Support.

Appendix A

Keyboard Shortcuts

In the Timbuktu window

Open the Control menu.....Alt + Space bar

Open the Timbuktu menu .....Alt + T

Open the Help menu.....Alt + H

Close any menu .....Alt

Move between the host list, zone list, highlighted privilege button, and Guest Access buttons .....Tab and Shift + Tab

Open the Define Passwords dialog box .....Click in Privilege Summary area

Close the window .....Alt + F4

When the Timbuktu menu is displayed

Wait For Guest.....W

Define Passwords .....P

Set Preferences .....F

Set Drop Directory.....D

When the Help menu is displayed

Index I

Basic Skills ..... B

Glossary ..... G

Using Help ..... U

About Timbuktu ..... A

To perform menu commands without displaying the menu, hold down Alt and press the corresponding shortcut key.

In the screen-sharing window

When viewing a Macintosh host,

Display additional monitor ..... Shift + Alt + Ctrl + ← or Shift + Alt + Ctrl + →

In the Define Passwords dialog box

Move between all options and buttons ..... Tab and Shift + Tab

Add a password ..... A

Delete selected password ..... D

Close the window ..... Alt + F4

In the Send Files dialog box

Open a directory ..... Alt + O

Send a file or directory ..... Alt + S

Close the window ..... Alt + F4

In the Exchange Files dialog box

Move between host files, guest files, and enabled command buttons ..... Tab

Open ..... Alt + O

Copy ..... Alt + C

Remove ..... Alt + R

New Folder ..... Alt + N

Close the window ..... Alt + F4

In most scrolling lists

Select zone, host, file, or subdirectory ..... Type first letters

Move to next higher directory ..... Press . (period) then press Return

▶ **Note:** Any keyboard shortcuts you type in an active screen-sharing window will be carried out on the host's computer only.

Appendix B

File Extension Mapping Tables

The first table in this appendix is used by Timbuktu for Windows to assign three-character DOS extensions to files copied from a Macintosh running Timbuktu to a PC running Timbuktu for Windows. The second table is used by Timbuktu for Windows to assign Type and Creator values to files copied from a PC running Timbuktu for Windows to a Macintosh running Timbuktu.

The tables were copied from the WIN.INI file in the Windows directory at the time the current version of Timbuktu for Windows was shipped. The tables may be changed by Timbuktu for Windows updates. To see the tables currently installed on your computer, use a word processor to open the WIN.INI file and scroll down to the [MacintoshToPC] and [PCToMacintosh] sections.

For a more detailed explanation, see "File Extension Mapping" in Chapter 5.

Macintosh to PC mapping

This section of the WIN.INI file, called [MacintoshToPC], is used for mapping the Type and Creator values of Macintosh documents to three-character DOS file extensions.

Macintosh Document Type	Creator	DOS File Extension		Description of application
FileMapping1="FRL!"	*	"RPL"	0	;Farallon Replica
FileMapping2="WDBN"	*	"DOC"	0	;MS Word
FileMapping3="XLS "	*	"XLS"	0	;Excel Spreadsheet
FileMapping4="XLC "	*	"XLC"	0	;Excel Chart
FileMapping5="XLM "	*	"XLM"	0	;Excel Macro
FileMapping6="XLW "	*	"XLA"	0	;Excel Workbook
FileMapping7="XLS3"	*	"XLS"	0	;Excel 3 Spreadsheet
FileMapping8="XLC3"	*	"XLC"	0	;Excel 3 Chart
FileMapping9="XLM3"	*	"XLM"	0	;Excel 3 Macro
FileMapping10="XLW3"	*	"XLA"	0	;Excel 3 Workbook
FileMapping11="sLS3"	*	"XLT"	0	;Excel 3 Template
FileMapping12="XLS4"	*	"XLS"	0	;Excel 4 Spreadsheet
FileMapping13="XLM4"	*	"XLM"	0	;Excel 4 Macro
FileMapping14="XLW4"	*	"XLA"	0	;Excel 4 Workbook
FileMapping15="LWKS"	*	"WKS"	0	;Lotus 1-2-3
FileMapping16="WPPC"	*	"WP9"	0	;Word Perfect
FileMapping17="PRS2"	*	"AP1"	0	;Aldus Persuasion
FileMapping18="PRT2"	*	"APT"	0	;Persuasion Template
FileMapping19="PRIF"	*	"API"	0	;Persuasion Interchange
FileMapping20="ALB3"	*	"PM3"	0	;PageMaker 3
FileMapping21="ALT3"	*	"PT3"	0	;PageMaker 3 Template
FileMapping22="ALB4"	*	"PM4"	0	;PageMaker 4
FileMapping23="ALT4"	*	"PT4"	0	;PageMaker 4 Template
FileMapping24="ALB5"	*	"PM5"	0	;PageMaker 5
FileMapping25="ALT5"	*	"PT5"	0	;PageMaker 5 Template
FileMapping26="EPSF"	*	"EPS"	0	;Adobe Illustrator
FileMapping27="8BIM"	*	"PSD"	0	;Adobe PhotoShop
FileMapping28="FMPR"	*	"FM"	0	;FileMaker Pro

```
FileMapping29="MW2D"    *          "MW2"      0    ;MacWrite II
FileMapping30="CWWP"    *          "CWP"      0    ;Claris Works WP
```

Macintosh Document Type	Creator	DOS File Extension		Description of application

```
FileMapping31="CWSS"    *          "CWS"      0    ;Works SpreadSheet
FileMapping32="CWGR"    *          "CWG"      0    ;Works Graphic
FileMapping33="CWDB"    *          "CWD"      0    ;Works Database
FileMapping34="XPRS"    *          "QXD"      0    ;Quark XPress
FileMapping35="07$A"    *          "APP"      0    ;Omnis 7 App
FileMapping36="07$D"    *          "DF1"      0    ;Omnis 7 Data
FileMapping37="F+DB"    *          "DBF"      0    ;FoxPro/FoxBase
FileMapping38="SLD2"    *          "PPT"      0    ;MS PowerPoint
FileMapping39="MPP "    *          "MPP"      0    ;MS Project
FileMapping40="MPV "    *          "MPV"      0    ;MS Project View
FileMapping41="GDAT"    *          "DAT"      0    ;Dynamics data
FileMapping42="GIDX"    *          "IDX"      0    ;Dynamics index
FileMapping43="DICT"    *          "DIC"      0    ;Dynamics dictionary
FileMapping44="WZSS"    *          "WKZ"      0    ;Informix Wings
FileMapping45="TVOD"    *          "MOV"      0    ;Apple QuickTime
FileMapping46="TIFF"    *          "TIF"      0    ;TIFF graphics
FileMapping47="Bozo"    *          "GIF"      0    ;GIF graphics
FileMapping48="SIT!"    *          "SIT"      0    ;Alladin Stuffit
FileMapping49="SRSP"    *          "TP1"      0    ;Farallon Media Tracks
FileMapping50="APPL"    "RSA!"     "RPL"      0    ;Replica Stand-alone
                                                     Documents
FileMapping51="TEXT"    *          "TXT"      1    ;Text File
FileMapping52=*         *          *          0    ;if nothing else works
Translation1=Text File:  Macintosh to PC
```

PC to Macintosh mapping

This section of the WIN.INI file, called [PCToMacintosh], is used for mapping three-character DOS file extensions to Type and Creator values of Macintosh documents.

Macintosh Document Type	*Macintosh Document Creator*	*DOS File Extension*	*Description of application*
FileMapping1="FRL!"	"REP!"	"RPL" 0	;Farallon Replica
FileMapping2="WDBN"	"MSWD"	"DOC" 0	;MS Word
FileMapping3="TEXT"	"MSWD"	"RTF" 0	;MS Word RTF
FileMapping4="XLS "	"XCEL"	"XLS" 0	;Excel Spreadsheet
FileMapping5="XLC "	"XCEL"	"XLC" 0	;Excel Chart
FileMapping6="XLM "	"XCEL"	"XLM" 0	;Excel Macro
FileMapping7="XLW "	"XCEL"	"XLA" 0	;Excel Workspace
FileMapping8="sLS3"	"XCEL"	"XLT" 0	;Excel Template
FileMapping9="LWKS"	"L123"	"WKS" 0	;Lotus 123
FileMapping10="WPPC"	"SSIW"	"WP9" 0	;Word Perfect
FileMapping11="PRS2"	"PLP2"	"AP1" 0	;Aldus Persuasion
FileMapping12="PRT2"	"PLP2"	"APT" 0	;Persuasion Template
FileMapping13="PRIF"	"PLP2"	"API" 0	;Persuasion
Interchange			
FileMapping14="ALB3"	"ALD3"	"PM3" 0	;PageMaker 3
FileMapping15="ALT3"	"ALD3"	"PT3" 0	;PageMaker 3
Template			
FileMapping16="ALB4"	"ALD4"	"PM4" 0	;PageMaker 4
FileMapping17="ALT4"	"ALD4"	"PT4" 0	;PageMaker 4
Template			
FileMapping18="ALB5"	"ALD5"	"PM5" 0	;PageMaker 5
FileMapping19="ALT5"	"ALD5"	"PT5" 0	;PageMaker 5
Template			
FileMapping20="EPSF"	"ARTZ"	"EPS" 0	;Adobe Illustrator
FileMapping21="8BIM"	"8BIM"	"PSD" 0	;Adobe PhotoShop
FileMapping22="FMPR"	"FMPR"	"FM" 0	;FileMaker Pro
FileMapping23="MW2D"	"MWII"	"MW2" 0	;MacWrite II
FileMapping24="CWWP"	"BOBO"	"CWP" 0	;Claris Works WP
FileMapping25="CWSS"	"BOBO"	"CWS" 0	;Works SpreadSheet
FileMapping26="CWGR"	"BOBO"	"CWG" 0	;Works Graphic
FileMapping27="CWDB"	"BOBO"	"CWD" 0	;Works Database

```
FileMapping28="XPRS"    "XDOC"              "QXD" 0     ;Quark XPress
FileMapping29="07$A"    "07$$"              "APP" 0     ;Omnis 7 App
FileMapping30="07$D"    "07$$"              "DF1" 0     ;Omnis 7 Data
FileMapping31="F+DB"    "FOX+"              "DBF" 0     ;FoxPro/FoxBase
```

Macintosh Document Type	*Macintosh Document Creator*	*DOS File Extension*	*Description of application*

```
FileMapping32="SLD2"    "PPT2"              "PPT" 0     ;MS PowerPoint
FileMapping33="MPP "    "MSPJ"              "MPP" 0     ;MS Project
FileMapping34="MPV "    "MSPJ"              "MPV" 0     ;MS Project View
FileMapping35="GDAT"    "GPEB"              "DAT" 0     ;Dynamics data
FileMapping36="GIDX"    "GPEB"              "IDX" 0     ;Dynamics index
FileMapping37="DICT"    "GPEB"              "DIC" 0     ;Dynamics dictionary
FileMapping38="WZSS"    "WNGZ"              "WKZ" 0     ;Informix Wings
FileMapping39="TVOD"    "MooV"              "MOV" 0     ;Apple QuickTime
FileMapping40="TIFF"    "????"              "TIF" 0     ;TIFF graphics
FileMapping41="Bozo"    "GIFF"              "GIF" 0     ;GIF graphics
FileMapping42="SIT!"    "SIT!"              "SIT" 0     ;Alladin Stuffit
FileMapping43="SRSP"    "SRPL"              "TP1" 0     ;Farallon Media
Tracks
FileMapping44="TEXT"    "ttxt"              "C"   0     ;C Source File
FileMapping45="TEXT"    "ttxt"              "CPP" 0     ;C++ Source File
FileMapping46="TEXT"    "ttxt"              "H"   0     ;C Include File
FileMapping47="TEXT"    "ttxt"              "INI" 0     ;.INI file
FileMapping48="TEXT"    "ttxt"              "RC"  0     ;Resource File
FileMapping49="TEXT"    "ttxt"              "DEF" 0     ;DEF File
FileMapping50="TEXT"    "ttxt"              "RSC" 0     ;Resource C
FileMapping51="TEXT"    "ttxt"              "ASM" 0     ;ASM Source File
FileMapping52="TEXT"    "ttxt"              "INC" 0     ;ASM Include File
FileMapping53="TEXT"    "ttxt"              "RSA" 0     ;Resource ASM
FileMapping54="TEXT"    "ttxt"              "BAT" 0     ;MS-DOS Batch File
FileMapping55="TEXT"    "ttxt"              "TXT" 1     ;Text File
FileMapping56="BINA"    "mdos"              *     0     ;Default
Translation1=Text File:  PC to Macintosh
```

Farallon Technical Support

Farallon Computing is committed to providing its customers with reliable products and documentation, backed up with excellent technical support.

Before calling Farallon

Look in this user's guide or consult the troubleshooting topic in online help for a solution to your problem. Click the Search button at the top of the Help window to display an alphabetical listing of topics. If you cannot find a solution, complete the Environment Profile below before calling Farallon.

Environment Profile

- Locate your Timbuktu version number. Start Timbuktu and choose About Timbuktu from the Help menu.

  Version number: _____

- What is the CPU and clock speed of the PC on which you encountered the problem (for example, a 286-12MHz, 386-20MHz, 486-33MHz)?

  CPU and Clock Speed: _____

- Which DOS and Windows versions are you running?

  _____

- What version of PhoneNET PC software are you running?

  PhoneNET PC version number: _____

- How much conventional and extended memory is on your computer? To find out, get to the DOS command line, type MEM, and press Enter.

  Conventional memory: _____

  Extended memory: _____

- What kind of video display and video adapter are you using?

  Video display: _____

  Video adapter: _____

- What cards are installed in your PC?

  _____

  _____

- Are you running a memory manager on your PC? Is the PhoneNET PC stack loaded high? How much conventional memory is available after the stack loads?

  _____

  _____

- Is the PhoneNET PC stack loaded first in the AUTOEXEC.BAT file?

  _____

- What TSRs are loaded?

  _____

- What third-party device drivers are in the CONFIG.SYS file? Which drivers are being used?

  _____

  _____

What kind of network(s) do you have?

- ☐ LocalTalk, daisy chain
- ☐ LocalTalk, bus (backbone)
- ☐ LocalTalk, passive star
- ☐ LocalTalk, active star
- ☐ Ethernet, twisted pair
- ☐ Ethernet, thin coax
- ☐ Ethernet, thick coax
- ☐ Ethernet, Phase 1 or Phase 2
- ☐ Other: _____

How to reach us

We can help you with your problem more effectively if you have completed the Environment Profile in the previous section. If you contact us by telephone, please be at the site of the problem, prepared to reproduce it and to try some troubleshooting steps.

When you are prepared, contact Farallon Customer Service by telephone, fax, or mail:

Phone (510) 814-5000
Fax: (510) 814-5023

Farallon Computing
Customer Service
2470 Mariner Square Loop
Alameda, California 94501-1010
USA

Farallon BBS

Farallon Bulletin Board Service (510) 865-1321

FAX-Back

This service provides technical notes which answer the most commonly asked questions, and offer solutions for many common problems encountered with Farallon products.

FAX-Back: (510) 814-5040

Network services

You can also send us electronic mail via the following network services:

America Online (ID: FARALLON)
AppleLink (ID: FARALLON)
CompuServe (ID: 75410,2702)
Internet (ID: farallon@farallon.com)

Product information can be found in the following bulletin boards:

America Online (keyword: FARALLON)
AppleLink (Third Parties A-G)
CompuServe (GO FARAMAC and GO FARAPC)
Internet via anonymous FTP to ftp.farallon.com

Outside of the United States and Canada

If you are not located in the United States or Canada, you can get service locally by contacting your nearest Farallon reseller or distributor. For a worldwide list of our distributors, see our AppleLink bulletin board or contact Farallon directly.

Index

*, displayed for password 4-6

A

All Guests menu option and
    disconnecting 2-4, 3-3
Alt key and screen sharing 5-1
asterisks displayed for passwords 4-6
autoscrolling and the
    screen-sharing window 3-3

C

Chooser, changing User Name in 2-1
Clear Guest Log 2-4
Comment column in Define Passwords
    dialog box 4-4
Confirm box and master password 4-8
connecting 1-1
connecting to a host 3-2 to 3-3
Connection buttons 3-1
Connection menu 2-4
Control
    button 31- to 3-3
    privilege 4-6
control keys and screen sharing with a
    Macintosh 5-1
Control menu box
    and disconnecting 3-3
    and quitting 3-8
controlling 3-2 to 3-3
Copy From privilege 4-5
Copy To privilege 4-5
Creator designation and
    Macintosh file names 5-1, B-1 to B-5
Ctrl key and screen sharing 5-1
customer service 1-2

D

Define Passwords
    command 4-2
    dialog box 4-3
dialog box
    Define Passwords 4-3
    Drop Directory 3-7
    Exchange Files 3-5
    Send Files 3-4
    Timbuktu 3-1
disconnecting 3-3
disconnecting guests 2-4
DOS file extension *See* file extension
DOS memory, not enough 6-1
DOS sessions, running concurrently with
    Timbuktu 6-2
DOS versions, compatible 1-3
drop directory 3-7

E

EtherTalk card 1-3
Exchange Files button 3-5 to 3-6
Exchange Files privileges, defined 4-5
exchanging files 3-5 to 3-6
extension, file *See* file extension

F

face icon 4-5
Farallon Technical Support Support-1 to Support-4
file extension mapping 5-2 to 5-5, B-1 to B-5
file transfer 3-4 to 3-6
file names and Macintosh computers 5-1 to 5-5
FILES directory, default drop directory 3-7

G

General Protection Fault 6-1
Graphics Ultra video card 1-3
guest 1-1, 2-2
Guest Access 1-1
  and security 4-2
  switching on 2-2 to 2-3, 3-2
guest icon 2-3
guest log 2-4
guests
  current 2-4
  disconnecting 2-4
  identifying 2-4
  past 2-4

H

hand icon 4-6
hardware requirements 1-3
help, online 2-5
host 1-1, 2-2
host list 3-1

I

icon indicating Timbuktu guest 2-3

K

key in Privilege Summary 3-1, 3-2, 4-4
keyboard shortcuts A-1 to A-3

M

Mach 32 drivers 1-3
Macintosh
  computers 1-1
  host, using Timbuktu with 3-1, 5-1
mapping, file extension 5-1 to 5-5
master password 4-8
Maximize button 3-3
menus 3-6, 3-7
Microsoft Windows versions, compatible 1-3
monitors, multiple on Macintosh host, how to display 5-1
MS-DOS file naming requirements 5-1

O

Observe privilege 4-5
Observe button 3-1 to 3-3
observing 3-1 to 3-2
online help 2-5

P

password, master 4-8
Password column in Define Passwords dialog box 4-6
password-protected privileges 4-3
password protection, removing 4-7
passwords 4-1 to 4-8
  adding 4-6
  changing 4-7
  displaying 4-2
  removing 4-7
PhoneNET PC Card III 1-3
PhoneNET PC version 1-3
pointer not displayed, troubleshooting 6-1
privilege column in Define Passwords dialog box 4-4
privilege icons 4-4 to 4-6

Privilege Summary 4-2
privileges 4-3 to 4-6
    password-protected 4-3
    public 4-3
public privileges 4-3

Q

quitting Timbuktu 3-8

R

Remove privilege 4-5
RTF, cross-platform file format 5-2

S

screen-sharing window 3-2
security information and online help 4-1
Send Files and drop directory 3-6 to 3-7
Send Files button 3-4 to 3-5
Send Files privilege, defined 4-5
sending files 3-4 to 3-5
Set Drop Directory dialog box 3-7 to 3-8
shortcuts A-1 to A-3
software requirements 1-3
system requirements 1-3

T

technical support Support-1 to Support-4
Timbuktu dialog box 3-1
Timbuktu
    menu, illustration 2-3
    introduction 1-1 to 1-3
    quitting 3-8
token ring cards 1-3
Trash can icon 4-5
Troubleshooting 6-1 to 6-3
Type designation and Macintosh file names 5-1, B-1 to B-5

U

User Name, entering 2-1

V

virus checking 4-4

W

Wait For Guest 2-3
WIN.INI file and file extension mapping 5-1 to 5-5, B-1 to B-5
Windows *See* Microsoft Windows.
Windows hosts 3-1

X

"X" in Privilege Summary 4-2

Z

zone list 3-1